



23 May 2007

Dear LiveState Customer,

I am pleased to report that the acquisition of Altiris by Symantec is now complete. This is an exciting chapter in the evolution of Symantec. With the Altiris acquisition, Symantec is now the clear leader in client management solutions. To forge ahead, Symantec has decided to manage Altiris as a new Symantec business unit, which I will lead.

Since the close of the acquisition, our product management and engineering teams have been working with customers to integrate products, processes, and systems to optimize our solution sets and continue to maximize the value we deliver to our customers. At Symantec, our mission is to enable you to have confidence in your connected experiences. We deliver on this promise by protecting your core infrastructure, information, and digital interactions. Protecting and maintaining your client computing environment is an essential component of our mission.

Recently, we announced that development efforts for the LiveState product family will be discontinued. We have carefully determined a plan to transition LiveState licenses to Altiris Client Management Suite licenses. We recognize this will be an inconvenience, but we are confident that the upgrade to Client Management Suite will be worth the effort. We are excited to offer you industry-leading technology that will continue to be developed and supported by Symantec. By providing you with Client Management Suite, we hope to simplify your systems management experience while helping you reduce the cost and complexity of endpoint ownership. Client Management Suite has earned many awards and accolades for its powerful breadth and depth of capabilities. This transition will provide you with features not available with LiveState, including Windows Vista support, Active Directory support, distribution lists based on inventory queries, better integration of patch management, integration of a configuration management database (CMDB), Intel vPro processor technology support, and many other capabilities.

You can learn more by visiting [www.smartupgradenow.com](http://www.smartupgradenow.com), a website created to help you more fully understand the transition. I encourage you to visit this website and work closely with your reseller partner or Altiris sales representative to understand the value you will receive by moving to Symantec/Altiris client management solutions. If you have any questions or concerns, please call us at 1-888-252-5551, option 1 (Americas), +8000 25 84747 (EMEA), or +61 2 8925 4599 (Asia Pacific) for more information.

We appreciate your business and look forward to solving your most pressing management concerns.

Best regards,

A handwritten signature in black ink, appearing to read "Greg S. Butterfield". The signature is fluid and cursive, with a long horizontal stroke at the end.

Greg Butterfield  
Symantec Group President, Altiris Business Unit